



AGENDA ITEM

3.2.4

QUALITY & SAFETY COMMITTEE

**REGULATORY REVIEW RECOMMENDATIONS AND PROGRESS UPDATE RELATING TO
HEALTHCARE INSPECTORATE WALES (HIW) AND CWM TAF MORGANNWG
COMMUNITY HEALTH COUNCIL (CHC) VISITS AND REPORTS**

Date of meeting

24th January 2023

FOI Status

Open/Public

**If closed please indicate
reason**

Not Applicable - Public Report

Prepared by

Lydia Thomas, Head of Quality and Patient
Safety
Louise Mann, Assistant Director, Quality,
Patient Safety & Safeguarding

Presented by

Greg Dix, Executive Director of Nursing

Approving Executive Sponsor

Executive Director of Nursing

Report purpose

FOR NOTING

**Engagement (internal/external) undertaken to date (including
receipt/consideration at Committee/group)**

Committee/Group/Individuals

Date

Outcome

(Insert Name)

(DD/MM/YYYY)

Choose an item.

ACRONYMS

HIW

Healthcare Inspectorate Wales

GP

General Practitioner

CMHT

Community Mental Health Team

CIW

Care Inspectorate Wales

ED	Emergency Department
CHC	Community Health Council
WISE	Wellness Improvement Service

1. SITUATION/BACKGROUND

- 1.1 This report is based on Healthcare Inspectorate Wales (HIW) activity and correspondence since the last report for committee in November 2022. Due to the bi-monthly nature of these meetings, this report will cover the 7 week period from the previous report.

An overview table has been included below in 2.1 to provide a 'summarised snapshot' of most recent activity.

This report will additionally include updates and key messages from the Community Health Council (CHC) activity within the health board.

1.2 ***HIW Process Updates;***

- i. HIW have recently reviewed their onsite GP inspection methodology. They have recently had their first inspection which has taken place using this new approach. The new methodology involves looking in more depth at timely access, safe care, risks associated with lack of planning, patient safety alerts, vaccine management, safeguarding and scope of practice. This approach has already successfully helped HIW to identify areas where patient safety could be improved.
- ii. HIW have also informed the health board of their new process for releasing inspection reports of specific services. Owing to the importance and sheer number of people who come into contact with Emergency Departments, Maternity Services, and inpatient Mental Health units across Wales, they have made the decision that HIW will brief the Welsh Government, all Members of the Senedd, media outlets and key stakeholders under embargo, immediately before publishing a report of this type. As part of their continued commitment to support improvement across Wales, they feel this will inevitably mean the sharing of both positive examples identified through assurance and inspection work, in addition to the potential for negative findings to be shared. The health board will continue to work closely with HIW, our internal

communications colleagues & external stakeholders to support this new process.

1.3 **Community Health Council (CHC) Update:**

- i. The CHC visited Ward 1 & 2 at Angelton Clinic in Glanrhyd Hospital on 10th November 2022. This is the first onsite visit post Covid-19 pandemic. The Health Board has not yet received a report following this visit. The feedback will be included in the next report.
- ii. In November 2022, the CHC published a report for CTMUHB waiting times for elective surgery and how this is impacting on patients and carers experience. This report heard from patients and carers in the Cwm Taf Morgannwg area about the delays to their care, and the impact this is having on their everyday life for themselves and their families. They also heard from people through their social media channels and via their National survey.

The health board responded to express the challenges remaining for recovery post elective surgery since the COVID-19 pandemic. To address the delays, the following actions are ongoing to ensure patients are getting treated as quickly as possible;

- Protected surgical beds for day of surgery to avoid cancellations
- Operations in private sectors to support with backlog
- Elective Orthopaedic services expanding at Royal Glamorgan Hospital to allow more surgery to be performed
- Enhancement of day surgery case activity to avoid hospital admission for recovery
- WISE service (Wellness Improvement Service; this service provides non-medical intervention to improve people's health and wellbeing whilst being on specific waiting lists)
- Physiotherapy waiting list pilot for those patients waiting for hip and knee surgery. This pilot includes content on how patients can 'wait well' for surgery and is aimed at those on a waiting list whose health is likely to decline whilst they wait, known as deconditioning.
- Ophthalmology services under review to address those waiting for treatment and surgery. This includes the pooling of waiting lists to ensure patients are offered the next available date regardless of geographical area and a choice to attend any one of the sites for equity of care.

The Health Board are committed to listening to patients voices and emphasises the communities are at the centre of all improvement work.

2.0 Quarter 3 (26th October- 19th December 2022) HIW activity across Cwm Taf Morgannwg University Health Board included:

Number of Unannounced	1
Number of Announced	1
Number of patient/staff concerns via HIW	0
Number of concerns raised through Fieldwork	0
Number of ongoing improvement plans	3

2.1 **Unannounced Inspections:**

There has been 1 unannounced inspection in quarter 3 of this reporting period.

Angelton Clinic: Glanrhyd Hospital 14- 16th November 2022

During this unannounced inspection, immediate assurances were requested following the visit. The health board were required to provide assurances around specific risk assessments and the availability of specific tools to prevent self-harm attempts. A more detailed improvement plan was submitted to HIW at the end of November. A date has yet to be provided for the publication of the final report. Further updates will be provided in the next report.

2.2 **Update following unannounced Inspections:**

i. Princess of Wales Hospital Emergency Department 17th- 19th October 2022

Immediate actions were taken in relation to the checking of emergency resuscitation trollies. An overarching action plan is in progress and required to be submitted to HIW by mid- December. It is expected for the final report and action plan to be published by HIW 18th January 2023.

ii. Maternity Service: Prince Charles Hospital 27th- 28th September 2022

An unannounced inspection took place within PCH maternity service. Formal feedback has yet to be received. Verbal feedback has established the inspection was satisfactory however, further analysis is taking place with regards to the staff survey.

It was previously anticipated the full report would be published by HIW on 29th December 2022, however this has been delayed due to operational reasons and is now expected to be published on 18th January 2023

2.3 Announced Inspections:

There has been 1 announced inspection in quarter 3 reporting period.

Community Mental Health Team (CMHT) - Maesteg Hospital

CMHT inspection visit by HIW and Care Inspectorate Wales (CIW) to the Health Board and Bridgend Council was undertaken on 13th and 14th December 2022. The selected CMHT is Bridgend North CMHT, Maesteg Hospital. The inspection was conducted over two days. Initial verbal positive feedback has been received. HIW undertook the review of the CMHT in Maesteg as part of the national thematic CMHT review that started before the pandemic where, in 2019, at least one CMHT in each health board area was visited. The two days focused on three thematic areas of: quality of patient experience; safe and effective care; and quality of leadership and management. The informal feedback was received verbally this week ahead of a formal written report expected at a later date, yet to be announced. HIW is expected to publish the final report on their website on 16th March 2023.

2.4 Future Planned HIW activity

i. Surgery Governance Arrangements

A review of the governance arrangements within Surgery is anticipated within the next few months. A date has not yet been received however, this is anticipated to be February 2023. This is part of the joint review into governance arrangements by HIW & Audit Wales. A vast amount of evidence has been collated to be sent to HIW ahead of the review.

2.5 No Public Concerns raised via HIW

2.6 Local Reviews:

- i. Discharge Arrangements for Adult Mental Health Patients:



As part of HIWs annual reviews programme for 2021-22, they have undertaken a local review to consider the arrangements in place within Cwm Taf Morgannwg University Health Board (CTMUHB), when discharging adult patients (aged 18-65), from inpatient mental health services to the community. They are reviewing:

'Do the current arrangements for the discharge of patients from inpatient mental health services into the community support the delivery of safe, effective and timely care?'

An embargoed report has been received by the Health Board for factual accuracy checking and to be returned to HIW by early January 2023. At this stage, the health board are not required to submit an action plan. In line with HIW review process, this will be requested at a later date. The current scheduled publication date by HIW is 16th February 2023.

2.7 **National Reviews:**

i. National Review Patient Flow (Stroke Pathway)

A National Review is underway, reviewing patient flow with a focus to gain a greater understanding of the challenges that health care services face in relation to how patients flow through healthcare systems. A verbal update previously received from HIW reported the field work is still ongoing in health boards across Wales. An overarching report of findings from all health boards will be published in one report. The health board will not receive an individual feedback report. It is expected that the report will be published between January and February 2023. A date has not yet been confirmed.

ii. National Review of Ophthalmology Services

In January 2017, HIW published its review of 'Ophthalmology Services Thematic Report 2015-16'. The report made 22 recommendations for improvement, for NHS healthcare services in Wales to consider. The Health Board provided an update against these recommendations in 2019 and have recently been asked for a further update in relation to progress. A number of areas have been identified for reporting progress on including the examples below noting this is not an exhaustive list:

- Issues relating to patient referral process
- Quality of referrals being sent to rapid access pathway
- CHC reported concerns around lack of information provided within secondary care prior to treatment
- Concerns around set monitoring for follow-up patients
- More clarity required in relation to evolving role of Optometrist

- Inadequate IT systems to capture useful data (limited awareness of capacity and demand data)
- Lack of public awareness in relation to general eye care

The health board requested for an extension to the deadline for the updated action plan due to the clinical pressures and strike action within the service. An extension was granted by HIW with a new submission date of 13th January 2023 being agreed. Further updates will be provided in the next report.

- 1.8 Further work is still being scoped to use the AMAT system to capture the actions arising from HIW activity to allow themes and trends to be identified and allow one dedicated space to capture oversight of HIW actions/ recommendations across the Health Board. This is also part of the HIW/HEIW improvement plan.

All HIW Summary Findings can be accessed via the following link:
<https://hiw.org.uk/>

3.0 KEY RISKS/MATTERS FOR ESCALATION TO BOARD/COMMITTEE

That governance, monitoring, scrutiny and oversight of ongoing action plans in relation to HIW inspections and all service reviews are maintained without interruption within the new Care Group Model.

4.0 IMPACT ASSESSMENT

Quality/Safety/Patient Experience implications	Yes (Please see detail below)
	Subject to the findings and outcomes of the HIW reviews.
Related Health and Care standard(s)	Staff and Resources
	All of the Healthcare Standards Governance, Leadership & Accountability Staff & Resources Staying Healthy Safe Care Individual Care Timely Care Dignified Care Effective Care
Equality Impact Assessment (EIA) completed - Please note EIAs are required for <u>all</u> new, changed or withdrawn policies and services.	<p>No (Include further detail below)</p> <p>If yes, please provide a hyperlink to the location of the completed EIA or who it would be available from in the box below.</p> <p>If no, please provide reasons why an EIA was not considered to be required in the box below.</p>



	<ul style="list-style-type: none">• Report for information on HIW activity• No service or staff impact in direct response from report, this is considered through the improvement action plans Report not requesting proposal for any changes to services or staff
Legal implications / impact	There are no specific legal implications related to the activity outlined in this report.
Resource (Capital/Revenue £/Workforce) implications / Impact	Yes (Include further detail below)
	Subject to the findings and outcomes of the HIW reviews
Link to Strategic Goals	Improving Care

5.0 RECOMMENDATION

The Committee are asked to **NOTE** the report.